CR-05 - Goals and Outcomes

Progress the jurisdiction has made in carrying out its strategic plan and its action plan. 91.520(a)

This could be an overview that includes major initiatives and highlights that were proposed and executed throughout the program year.

Executive Summary

The FY2019 Consolidated Annual Performance and Evaluation Report (CAPER), describes the results and benefits produced by the City of Charlotte as projected by the City's FY2019 Annual Action Plan.

The City of Charlotte carries out federal programs administered by the U.S. Department of Housing and Urban Development (HUD). In addition, the City uses local funds for community development activities. The CAPER describes performance achievements to HUD for the following programs:

Community Development Block Grant (CDBG)

HOME Investment Partnership (HOME)

Housing Opportunities for Persons with AIDS (HOPWA)

Emergency Solution Grant (ESG)

Funding from these programs is used to provide and promote decent and affordable housing, a suitable living environment and expanded economic opportunities for Charlotte's citizens.

The City of Charlotte's Housing Policies support the need for safe and decent housing for low and moderate-income households and identifies the following goals:

Provide temporary rental assistance

Finance permanent supportive rental housing

Provide opportunities for homeownership

Provide programs to support persons with HIV/AIDS

Increase the supply of affordable rental housing

Improve existing housing stock

Support facilities and programs for the homeless

Increase neighborhood sustainability

Promote business growth and a robust workforce.

The City of Charlotte's Housing Policy embraces HUD's national goals established by HUD to provide decent and affordable housing; provide suitable living environment; and expand economic opportunities to benefit low and moderate-income households.

In FY2019, the City of Charlotte and its partners implemented a number of housing and community development activities in the Charlotte community. The following reflects a portion of the City's achievements in FY2019:

165 affordable housing units were produced through investments in new construction and housing rehabilitation using federal funding.

271 households received down-payment assistance to purchase a home.

3,605 persons benefited from the Emergency Solution Grant and HOME funded Tenant Based Rental Assistance.

Comparison of the proposed versus actual outcomes for each outcome measure submitted with the consolidated plan and explain, if applicable, why progress was not made toward meeting goals and objectives. 91.520(g)

Categories, priority levels, funding sources and amounts, outcomes/objectives, goal outcome indicators, units of measure, targets, actual

outcomes/outputs, and percentage completed for each of the grantee's program year goals.

Goal	Category	Source / Amount	Indicator	Unit of Measure	Expected - Strategic Plan	Actual – Strategic Plan	Percent Complete	Expected - Program Year	Actual – Program Year	Percent Complete
Finance permanent supportive rental housing.	Affordable Housing Homeless Non- Homeless Special Needs	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Rental units constructed	Household Housing Unit	10	0	0.00%	4	0	0.00%
Finance permanent supportive rental housing.	Affordable Housing Homeless Non- Homeless Special Needs	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Rental units rehabilitated	Household Housing Unit	0	0				
Finance permanent supportive rental housing.	Affordable Housing Homeless Non- Homeless Special Needs	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Housing for People with HIV/AIDS added	Household Housing Unit	0	0				

Improve existing housing stock.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Rental units rehabilitated	Household Housing Unit	200	251	125.50%	20	0	0.00%
Improve existing housing stock.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Homeowner Housing Added	Household Housing Unit	0	0				
Improve existing housing stock.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Homeowner Housing Rehabilitated	Household Housing Unit	325	595	183.08%	120	132	110.00%
Improve existing housing stock.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Housing for Homeless added	Household Housing Unit	0	0				
Improve existing housing stock.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Housing for People with HIV/AIDS added	Household Housing Unit	0	0				

Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Public Facility or Infrastructure Activities other than Low/Moderate Income Housing Benefit	Persons Assisted	425	2723	640.71%			
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	300	0	0.00%			
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Facade treatment/business building rehabilitation	Business	2	0	0.00%			
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Rental units constructed	Household Housing Unit	0	0				
Increase neighborhood sustainability.	Affordable Housing Non-Housing Community Development	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Rental units rehabilitated	Household Housing Unit	12	0	0.00%	8	0	0.00%

	Affordable	CDBG: \$ /								
Increase	Housing	HOME: \$		Household						
neighborhood	Non-Housing	/ Local	Homeowner Housing	Housing	8	0		12	0	
sustainability.	Community	HOME	Added	Unit			0.00%			0.00%
	Development	Match: \$								
	Affordable	CDBG: \$ /								
Increase	Housing	HOME: \$		Household						
neighborhood	Non-Housing	/ Local	Homeowner Housing	Housing	50	0	0.000/	25	0	0.000/
sustainability.	Community	HOME	Rehabilitated	Unit			0.00%			0.00%
	Development	Match: \$								
	Affordable	CDBG: \$ /								
Increase	Housing	HOME: \$	Direct Financial	l l a coa a la a l al a						
neighborhood	Non-Housing	/ Local	Assistance to	Households	8	0	0.000/			
sustainability.	Community	HOME	Homebuyers	Assisted			0.00%			
	Development	Match: \$								
	Affordable	CDBG: \$ /								
Increase	Housing	HOME: \$								
neighborhood	Non-Housing	/ Local	Buildings Demolished	Buildings	4	0	0.000/			
sustainability.	Community	HOME					0.00%			
	Development	Match: \$								
	Affordable	CDBG: \$ /								
Increase	Housing	HOME: \$								
neighborhood	Non-Housing	/ Local	Other	Other	0	89				
sustainability.	Community	HOME								
	Development	Match: \$								
Ingresses the		CDBG: \$ /								
Increase the	Affordable	HOME: \$	Rental units	Household						
supply of		/ Local		Housing	20	130	650.000/	4	0	0.00%
affordable rental	Housing	HOME	constructed	Unit			650.00%			0.00%
housing.		Match: \$								

Increase the supply of affordable rental housing.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Rental units rehabilitated	Household Housing Unit	0	0		12	0	0.00%
Increase the supply of affordable rental housing.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Homeowner Housing Added	Household Housing Unit	0	0				
Promote business growth and a robust workforce.	Non-Housing Community Development	CDBG: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	5000	5434	108.68%	1000	1225	122.50%
Promote business growth and a robust workforce.	Non-Housing Community Development	CDBG: \$	Jobs created/retained	Jobs	0	0				
Provide opportunities for homeownership.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Homeowner Housing Added	Household Housing Unit	1575	1947	123.62%	315	310	98.41%
Provide opportunities for homeownership.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Homeowner Housing Rehabilitated	Household Housing Unit	0	0		10	0	0.00%

Provide opportunities for homeownership.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Housing for Homeless added	Household Housing Unit	0	0				
Provide opportunities for homeownership.	Affordable Housing	CDBG: \$ / HOME: \$ / Local HOME Match: \$	Housing for People with HIV/AIDS added	Household Housing Unit	0	0				
Provide programs to support persons with HIV/AIDS.	Affordable Housing Non- Homeless Special Needs	HOPWA: \$	Public service activities other than Low/Moderate Income Housing Benefit	Persons Assisted	2380	2271	95.42%			
Provide programs to support persons with HIV/AIDS.	Affordable Housing Non- Homeless Special Needs	HOPWA: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	320	313	97.81%	90	93	103.33%
Provide programs to support persons with HIV/AIDS.	Affordable Housing Non- Homeless Special Needs	HOPWA: \$	Homeless Person Overnight Shelter	Persons Assisted	0	0		2	0	0.00%

Provide programs to support persons with HIV/AIDS.	Affordable Housing Non- Homeless Special Needs	HOPWA:	Homelessness Prevention	Persons Assisted	0	580		2	149	7,450.00%
Provide programs to support persons with HIV/AIDS.	Affordable Housing Non- Homeless Special Needs	HOPWA: \$	Housing for People with HIV/AIDS added	Household Housing Unit	12	2	16.67%	4	0	0.00%
Provide programs to support persons with HIV/AIDS.	Affordable Housing Non- Homeless Special Needs	HOPWA: \$	HIV/AIDS Housing Operations	Household Housing Unit	175	3012	1,721.14%	482	549	113.90%
Provide temporary rental assistance.	Affordable Housing Homeless	HOME: \$ / ESG: \$ / Local HOME Match: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	925	791	85.51%	85	165	194.12%

Respond to COVID related community impacts.	Affordable Housing Homeless Non-Housing Community Development	CDBG: \$1000000 / CDBG- CV: \$ / ESG-CV: \$ / HOPWA- CV: \$	Public service activities for Low/Moderate Income Housing Benefit	Households Assisted	0	0	1500	0	0.00%
Respond to COVID related community impacts.	Affordable Housing Homeless Non-Housing Community Development	CDBG: \$1000000 / CDBG- CV: \$ / ESG-CV: \$ / HOPWA- CV: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	0	0	100	0	0.00%
Respond to COVID related community impacts.	Affordable Housing Homeless Non-Housing Community Development	CDBG: \$1000000 / CDBG- CV: \$ / ESG-CV: \$ / HOPWA- CV: \$	Homeless Person Overnight Shelter	Persons Assisted	0	0	7500	0	0.00%

Respond to COVID related community impacts.	Affordable Housing Homeless Non-Housing Community Development	CDBG: \$1000000 / CDBG- CV: \$ / ESG-CV: \$ / HOPWA- CV: \$	Overnight/Emergency Shelter/Transitional Housing Beds added	Beds	0	0	120	0	0.00%
Respond to COVID related community impacts.	Affordable Housing Homeless Non-Housing Community Development	CDBG: \$1000000 / CDBG- CV: \$ / ESG-CV: \$ / HOPWA- CV: \$	Homelessness Prevention	Persons Assisted	0	0	250	0	0.00%
Respond to COVID related community impacts.	Affordable Housing Homeless Non-Housing Community Development	CDBG: \$1000000 / CDBG- CV: \$ / ESG-CV: \$ / HOPWA- CV: \$	Jobs created/retained	Jobs	0	0	100	0	0.00%

Respond to COVID related community impacts.	Affordable Housing Homeless Non-Housing Community Development	CDBG: \$1000000 / CDBG- CV: \$ / ESG-CV: \$ / HOPWA- CV: \$	Businesses assisted	Businesses Assisted	0	0		100	0	0.00%
Respond to COVID related community impacts.	Affordable Housing Homeless Non-Housing Community Development	CDBG: \$1000000 / CDBG- CV: \$ / ESG-CV: \$ / HOPWA- CV: \$	HIV/AIDS Housing Operations	Household Housing Unit	0	0		100	0	0.00%
Respond to COVID related community impacts.	Affordable Housing Homeless Non-Housing Community Development	CDBG: \$1000000 / CDBG- CV: \$ / ESG-CV: \$ / HOPWA- CV: \$	Other	Other	0	0		25	0	0.00%
Support facilities and programs for the homeless.	Homeless	ESG: \$	Public Facility or Infrastructure Activities for Low/Moderate Income Housing Benefit	Households Assisted	400	0	0.00%			

Support facilities and programs for the homeless.	Homeless	ESG: \$	Tenant-based rental assistance / Rapid Rehousing	Households Assisted	0	0		100	0	0.00%
Support facilities and programs for the homeless.	Homeless	ESG: \$	Homeless Person Overnight Shelter	Persons Assisted	10000	17072	170.72%	2700	3387	125.44%
Support facilities and programs for the homeless.	Homeless	ESG: \$	Homelessness Prevention	Persons Assisted	50	88	176.00%	50	21	42.00%

Table 1 - Accomplishments – Program Year & Strategic Plan to Date

Assess how the jurisdiction's use of funds, particularly CDBG, addresses the priorities and specific objectives identified in the plan, giving special attention to the highest priority activities identified.

The City of Charlotte and its partners continue to make the housing, economic and community development needs of Charlotte's low and moderate-income residents the focal point for federal and local funded programs.

The City's success in neighborhood revitalization is measured by increased homeownership; housing construction and rehabilitation, investments in remove economic barriers for low and moderate income families and neighborhood improvements.

CDBG funding in FY2019 was specifically focused in three areas: housing rehabilitation, Out of School time training and neighborhood revitalization. The City completed the redevelopment of Brightwalk, a mixed income development and designated Revitalization Strategy Area. The City also provides housing rehabilitation for low income families through its SafeHome program and multifamily housing rehabilitation to preserve existing affordable rental housing units.

CR-10 - Racial and Ethnic composition of families assisted

Describe the families assisted (including the racial and ethnic status of families assisted). 91.520(a)

Table 2 – Table of assistance to racial and ethnic populations by source of funds

Narrative

In addition, CDBG programs reported 110 families who reported as other/ multiple races and 47 families who reported no information; HOME programs reported 12 families with other/ multiple races and 1 families who provided no information; HOPWA programs reported 4 family with other/ multiple races; ESG programs reported 148 families as other/ multiple races and 58 who did not report.

CR-15 - Resources and Investments 91.520(a)

Identify the resources made available

Source of Funds	Source	Resources Made Available	Amount Expended During Program Year
CDBG	public - federal	10,460,438	3,716,042
HOME	public - federal	11,307,423	3,198,265
HOPWA	public - federal	5,713,159	3,036,306
ESG	public - federal	920,062	605,752
Continuum of Care	public - federal	0	0
Other	public - federal	218,923,049	61,128,365
Other	public - local	218,923,049	61,128,365

Table 3 - Resources Made Available

Narrative

Identify the geographic distribution and location of investments

Target Area	Planned Percentage of Allocation	Actual Percentage of Allocation	Narrative Description
City of Charlotte			Service Geography
City of Charlotte/ Mecklenburg			
County	85		Service Geography
Double Oaks Redevelopment			
Area			
HOPWA Designated Service Area	15		Service Geography

Table 4 – Identify the geographic distribution and location of investments

Narrative

Leveraging

Explain how federal funds leveraged additional resources (private, state and local funds), including a description of how matching requirements were satisfied, as well as how any publicly owned land or property located within the jurisdiction that were used to address the needs identified in the plan.

Fiscal Year Summary – HOME Match			
1. Excess match from prior Federal fiscal year	2,487,307		
2. Match contributed during current Federal fiscal year	743,028		
3. Total match available for current Federal fiscal year (Line 1 plus Line 2)	3,230,335		
4. Match liability for current Federal fiscal year	350,361		
5. Excess match carried over to next Federal fiscal year (Line 3 minus Line 4)	2,879,974		

Table 5 – Fiscal Year Summary - HOME Match Report

	Match Contribution for the Federal Fiscal Year							
Project No. or Other ID	Date of Contribution	Cash (non-Federal sources)	Foregone Taxes, Fees, Charges	Appraised Land/Real Property	Required Infrastructure	Site Preparation, Construction Materials, Donated labor	Bond Financing	Total Match
cumulative								
match	0	743,029	0	0	0	0	0	743,029

Table 6 – Match Contribution for the Federal Fiscal Year

HOME MBE/WBE report

Program Income – Enter the program amounts for the reporting period						
Balance on hand at begin- ning of reporting period \$ Total amount expended during reporting period \$ \$ \$ \$ \$ \$ \$ \$ \$ \$						
0	971,177	971,177	0	0		

Table 7 – Program Income

Minority Business Enterprises and Women Business Enterprises – Indicate the number and dollar value of contracts for HOME projects completed during the reporting period

	Total		Minority Busin	ess Enterprises		White Non-
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non- Hispanic	Hispanic	Hispanic
Contracts	1					
Dollar						
Amount	0	0	0	0	0	0
Number	0	0	0	0	0	0
Sub-Contract	ts					
Number	0	0	0	0	0	0
Dollar						
Amount	0	0	0	0	0	0
	Total	Women Business Enterprises	Male			
Contracts						
Dollar						
Amount	0	0	0			
Number	0	0	0			
Sub-Contract	ts					
Number	0	0	0			
Dollar						

0 **Table 8 - Minority Business and Women Business Enterprises**

Amount

Minority Owners of Rental Property – Indicate the number of HOME assisted rental property owners and the total amount of HOME funds in these rental properties assisted

0

	Total		Minority Property Owners			
		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non- Hispanic	Hispanic	Hispanic
Number	0	0	0	0	0	0
Dollar						
Amount	0	0	0	0	0	0

Table 9 - Minority Owners of Rental Property

Relocation and Real Property Acquisition – Indicate the number of persons displaced, the cost of relocation payments, the number of parcels acquired, and the cost of acquisition

Parcels Acquired	0	0
Businesses Displaced	0	0
Nonprofit Organizations		
Displaced	0	0
Households Temporarily		
Relocated, not Displaced	0	0

Households	Total		Minority Property Enterprises				
Displaced		Alaskan Native or American Indian	Asian or Pacific Islander	Black Non- Hispanic	Hispanic	Hispanic	
Number	0	0	0	0	0	0	
Cost	0	0	0	0	0	0	

Table 10 – Relocation and Real Property Acquisition

CR-20 - Affordable Housing 91.520(b)

Evaluation of the jurisdiction's progress in providing affordable housing, including the number and types of families served, the number of extremely low-income, low-income, moderate-income, and middle-income persons served.

	One-Year Goal	Actual
Number of Homeless households to be		
provided affordable housing units	85	165
Number of Non-Homeless households to be		
provided affordable housing units	488	342
Number of Special-Needs households to be		
provided affordable housing units	20	0
Total	593	507

Table 11 – Number of Households

	One-Year Goal	Actual
Number of households supported through		
Rental Assistance	85	179
Number of households supported through		
The Production of New Units	350	32
Number of households supported through		
Rehab of Existing Units	140	118
Number of households supported through		
Acquisition of Existing Units	18	0
Total	593	329

Table 12 - Number of Households Supported

Discuss the difference between goals and outcomes and problems encountered in meeting these goals.

Low availability of housing stock and shortages of qualified contractors lowed rental assistance usage and rehabilitation production.

Discuss how these outcomes will impact future annual action plans.

The City of Charlotte recognizes the need for additional affordable housing units. The City continues to pursue programs and practices that cost effectively create additional affordable housing and preserve naturally occurring affordable units.

Include the number of extremely low-income, low-income, and moderate-income persons served by each activity where information on income by family size is required to determine the eligibility of the activity.

Number of Households Served	CDBG Actual	HOME Actual
Extremely Low-income	774	30
Low-income	381	41
Moderate-income	202	156
Total	1,357	227

Table 13 – Number of Households Served

Narrative Information

The City's main focus of its federal funds is affordable housing preservation and production. The City uses a combination of policy, federal and local funds to create, perserve and sustain affordable housing options for all residents of Charlotte.

CR-25 - Homeless and Other Special Needs 91.220(d, e); 91.320(d, e); 91.520(c) Evaluate the jurisdiction's progress in meeting its specific objectives for reducing and ending homelessness through:

Reaching out to homeless persons (especially unsheltered persons) and assessing their individual needs

The City of Charlotte partners with the County and non-profit service providers to meet the needs of households experiencing homelessness in the City. Several organizations provide direct street outreach to unsheltered homelsss persons. Much of the outreach work conducted in Charlotte is provided by volunteers or paid for by local dollars. This allows federal funds to be used for other activities such as rapid rehousing and shelter operations. Charlote continues to aggressively target homelessness and deploy funding and processes to end and prevent homelessness.

In FY 2019 Charlotte continued rollout of the coordinated assessment process. Through this process, all persons in need of services are assessed and prioritized based on need and risk. In FY 2019 the City continued diversion. The diversion process seeks to use minimal amounts of funding to redirect persons seeking shelter. For the period of June 2018 through July 2019, 258 households were redirected from shelters to more appropriate housing.

Addressing the emergency shelter and transitional housing needs of homeless persons

The City continues to partner with three shelters providing services to homeless households. The Men's Shelter provides emergency shelter to homeless men. The Salvation Army of Hope provides shelter to women and their minor children. Safe Alliance provides shelter to victims of domestic violience.

Along with the emergency shelter organizations, several other non-profit housing partners assist with providing transitional housing. These organizations provide temporary rental assistance through HOME, ESG, and locally-funded programs. Two partner organizations, Supportive Housing Communities and Urban Ministries, develop supportive housing specifically for chronically homeless men and women. There continues to be a considerable need for services directed at ending and preventing homelessness. The City will continue to fund support for shelters and temporary rental assistance with a goal of self-sufficiency, and capital projects that create new housing options for persons experiencing homelessness.

Helping low-income individuals and families avoid becoming homeless, especially extremely low-income individuals and families and those who are: likely to become homeless after

being discharged from publicly funded institutions and systems of care (such as health care facilities, mental health facilities, foster care and other youth facilities, and corrections programs and institutions); and, receiving assistance from public or private agencies that address housing, health, social services, employment, education, or youth needs

The City's coordinated assessment process assesses all individuals seeking housing assistance and based on a standardized evaluation directs persons to the most appropriate services. In addition, partner agencies work together to connect services to the individual client needs. Agencies such as health providers, law enforcement agencies and more traditional service providers work together to meet specific client needs with a goal of self-sufficiency.

The City of Charlotte, Mecklenburg County and area service providers implemented a diversion program through coordinated assessment which is targeted to families who are experiencing homelessness for the first time. This diversion program allows case managers working with families to determine if funds could be provided which would allow the families to stay housed at their current locations.

Helping homeless persons (especially chronically homeless individuals and families, families with children, veterans and their families, and unaccompanied youth) make the transition to permanent housing and independent living, including shortening the period of time that individuals and families experience homelessness, facilitating access for homeless individuals and families to affordable housing units, and preventing individuals and families who were recently homeless from becoming homeless again

This year, 165 households accessed one or more City-funded temporary rental assistance programs. This intentional use of funding and partnership with Mecklenburg County to fund case workers directly connected to rental assistance placements is one of the community's core strategies to ensure successful transitions to self-sufficiency. Both the coordinated assessment and diversion processes play key roles in ensuring clients receive the most appropriate services for their individual needs. Building on the Mayor's Challenge to End Homeless, the community is now participating in Built for Zero - a rigorous national change effort working to help a core group of committed communities end veteran and chronic homelessness. A coalition of organizations partneres around this work and is succeeding in placing veterans and chronicly homeless persons in housing throughout the year.

CR-30 - Public Housing 91.220(h); 91.320(j)

Actions taken to address the needs of public housing

By the end of FY 2020, INLIVIAN, formerly the Charlotte Housing Authority (CHA) has converted 3,347 Public Housing units to its Project Based Voucher (PBV) funding platform via the Rental Assistance Demonstration (RAD) program. There is only one remaining property Dillehay Courts, which have not yet been converted to the agency's RAD platform. Dillehay Courts will be redeveloped in two phases and retain all 136 public housing units through the transfer to CHA's RAD platform in 2020-2021 through two associated phases. The first "phase" is underway and will utilize 36 RAD PBV vouchers, with the forthcoming phase two, entailing the additional 100 remaining PBV vouchers. This will complete the 100 percent public housing conversion to INLIVIAN's RAD PBV Platform. Making the move to RAD will assist in achieving major goals while safeguarding long term affordability of units without further burdening clients with increased rental costs in Charlotte's increasingly competitive rental market.

Actions taken to encourage public housing residents to become more involved in management and participate in homeownership

INLIVIAN, formerly the Charlotte Housing Authority (CHA) has dedicated full-time staff within its Client Services Division that works with an increasingly active Resident Advisory Council to recruit, empower and assure residents are active in agency decision making and community leadership prospects.

In 2016 INLIVIAN launched its Homeownership program, Destination Homeownership. The successful program empowers and assists qualifying Housing Choice Voucher and Rental Assistance Demonstration (RAD)-Project Based Voucher (PBV) participants who are first-time buyers, in the purchase of their version of the American Dream.

Since 2010, 140 families have purchased a home with popularity of the program growing, as the Destination Homeownership waitlist reaches over 260 applicant families. The purchased homes included pre-existing and new construction single family homes, townhomes. Destination Homeownership families are empowered through HUD-certified homeownership education and counseling programs that include workshops and individualized training on budgeting, credit, and the intimidating home buying process.

Actions taken to provide assistance to troubled PHAs

NA

CR-35 - Other Actions 91.220(j)-(k); 91.320(i)-(j)

Actions taken to remove or ameliorate the negative effects of public policies that serve as barriers to affordable housing such as land use controls, tax policies affecting land, zoning ordinances, building codes, fees and charges, growth limitations, and policies affecting the return on residential investment. 91.220 (j); 91.320 (i)

The City has adopted a progressive set of codes and ordinances that broadly allow housing throughout the City and provides voluntary incentives for the provision of a mix of housing for households with diverse income. City policies also ensure projects funded by the city are not concentrated in areas with high levels of existing multifamily units. The City actively markets the shortage of and need for housing affordable to households at or below 80% of area median income.

To lessen barriers to affordable housing the City continues to support nonprofit housing agencies, encourage creative partnerships and provide funding to support diverse housing options in the Charlotte Mecklenburg community. This year the City of Charlotte provided funding for tenant based rental assistance, gap financing for multifamily housing construction and funding for multifamily rehabilitation. The City also has a voluntary density bonus program to encourage mixed income developments though provision of higher density developments.

Actions taken to address obstacles to meeting underserved needs. 91.220(k); 91.320(j)

Underserved needs are identified as limited housing units available for low and very low income households, limited housing for persons with special needs and lack of funding to quickly rehouse homeless individuals and households. To address these obstacles, the City; 1) provided gap funding for housing developments that will serve low and very low income households, 2) Participated in the development of housing for persons with HIV and formerly homeless and 3) Provided housing subsidies designed to quickly rehouse households experiencing a housing crisis such as homelessness.

Actions taken to reduce lead-based paint hazards. 91.220(k); 91.320(j)

Underserved needs are identified as limited housing units available for low and very low income households, limited housing for persons with special needs and lack of funding to quickly rehouse homeless individuals and households. To address these obstacles, the City; 1) provided gap funding for housing developments that will serve low and very low income households, 2) Participated in the development of housing for persons with HIV and formerly homeless and 3) Provided housing subsidies designed to quickly rehouse households experiencing a housing crisis such as homelessness.

Actions taken to reduce the number of poverty-level families. 91.220(k); 91.320(j)

The City of Charlotte and Mecklenburg County employ various strategies and initiatives to improve economic opportunity for low wealth residents. Most of these efforts are integrated into the goals, programs and policies of the City of Charlotte Housing & Neighborhood Services, the Mecklenburg County Department of Social Services and the Charlotte Housing Authority. This year, these strategies included:

- Mecklenburg County's Work First Program to help lift households receiving public assistance out
 of their poverty circumstances and into full-time employment.
- CHA's Family Self-Sufficiency Program that provides remedial education, counseling, job training referral and placement to public housing residents.
- Local Job-Link system that provides access to training and jobs.
- Mayor's Mentoring Alliance connects Charlotte mentoring organizations for the purpose of promoting best practices through providing workshops, resources and standards for quality service delivery.
- Mayor's Youth Employment Program that provides summer employment opportunities for disadvantaged youth that exposes them to the world of work.
- The Housing Advisory Board of Charlotte-Mecklenburg is a community based board appointed
 to implement the Charlotte-Mecklenburg Ten Year Plan to End and Prevent
 Homelessness. Board Members bring expertise and commitment to the Ten Year plan with
 authentic and influential experience in homelessness and housing services and are appointed by
 the Charlotte Mayor, City Council and the Mecklenburg County Commission.

Actions taken to develop institutional structure. 91.220(k); 91.320(j)

Charlotte Mecklenburg uses a robust delivery system providing services from emergency shelter to first time homeownership. This year, the City worked with a number of local nonprofit housing agencies who provide programs and services on behalf of the City. The City acts as the lead agency for the Charlotte Mecklenburg Continuum of Care. This group coordinates efforts to reduce and end area homelessness and provides a continuum of services to low income households. The Charlotte Housing Authority is responsible for all public housing developments in Charlotte Mecklenburg and is also the responsible entity for the Housing Choice Voucher Program. The Charlotte Mecklenburg Housing Partnership is a Community Development Business Organization that works closely with the City on several projects. The City will continue to rely on these partnerships to implement HUD funded housing and community development programs. The City participates in various advisory boards and coalitions that provide continuous feedback on the City's delivery systems and offer suggestions on how to better streamline program delivery and project implementation.

Actions taken to enhance coordination between public and private housing and social service agencies. 91.220(k); 91.320(j)

The City fostered coordination through its participation as the Lead Agency in the Charlotte Mecklenburg Continuum of Care. The City also established the Housing Advisory Board of Charlotte Mecklenburg to research and recommend housing best practices and foster coordination between the public and private sectors. The City and many local nonprofit organizations serving homeless individuals continue to work through the Homeless Services Network to coordinate service delivery for families with critical needs related to homelessness.

Identify actions taken to overcome the effects of any impediments identified in the jurisdictions analysis of impediments to fair housing choice. 91.520(a)

The City of Charlotte has established programs and resources to mitigate barriers to fair housing choice. The Charlotte Community Relations Committee works hard to prevent discrimination in Charlotte-Mecklenburg. The Committee accepts formal complaints from any party who feels discriminated against in a public place or in housing because of their race, color, religion, national origin, gender, family status or disability. The Committee also provides fair housing education and outreach services. Charlotte conducts yearly tests multifamily housing complexes for fair housing compliance.

The City is currently updating its Analysis of Impediments to Fair Housing document to inform the Fair Housing Action Plan and 2020 Consolidated Plan.

CR-40 - Monitoring 91.220 and 91.230

Describe the standards and procedures used to monitor activities carried out in furtherance of the plan and used to ensure long-term compliance with requirements of the programs involved, including minority business outreach and the comprehensive planning requirements

The City institutes a multi-layered monitoring approach to ensure that housing strategy, short and long term goals, program specific regulations and general state and federal statues are followed.

The planning process produces draft documents that are reviewed internally, reviewed by elected officials and published for comment. The City also conducts several public forums to explain the content and use of the plan document. All plans are then approved by a vote of City Council.

Based on approved plans, activities are developed to achieve the outcomes set forth in the plan. Activities are conducted using multiple delivery methods including City staff, subrecipient, contractors or other third parties such as land owners or developers. Federal, State and local guidelines related to selection of parties who may use federal dollars are followed by staff and reviewed by internal compliance and/or procurement divisions to ensure the selection method complied with applicable regulations.

Once activities are underway, several City staff persons are assigned to monitor activities for compliance including contract monitors, a multifamily project manager and a compliance team who monitors Section 3 compliance and Davis Bacon.

Responsible parties regularly report the status of each activity to ensure plan goals will be completed. At the end of each year, accomplishments are compared to goals to determine the status of plan activities and make any necessary adjustments to future activities.

This year, monitoring was conducted on 12 projects to ensure ongoing compliance. These included: (CDBG) Community Link Voluntary Relocation Program; (HOME/TBRA) Charlotte Family Housing, The Men's Shelter of Charlotte, Salvation Army, Supportive Housing Communities; (HOPWA) Carolinas CARE Partnership; (ESG) Community Link/Prevention, The Men's Shelter of Charlotte/RR and Shelter, Salvation Army/RR and Shelter, Supportive Housing Communities/RR, Safe Alliance/Shelter and Friendship CDC/Shelter.

The City of Charlotte also seperately montiors Davis Bacon, Section 3, environmental and State Historic Preservation Office compliance to ensure projects comply with all applicable crosscutting requirements.

Citizen Participation Plan 91.105(d); 91.115(d)

Describe the efforts to provide citizens with reasonable notice and an opportunity to comment on performance reports.

The City of Charlotte publishes notices in local English and Spanish newspapers requesting feedback on the CAPER document. To ensure access, the draft document is available at City of Charlotte government offices as well as libraries throughout the city. Comments are accepted by mail or email for a period of no less than fifteen days.

CR-45 - CDBG 91.520(c)

Specify the nature of, and reasons for, any changes in the jurisdiction's program objectives and indications of how the jurisdiction would change its programs as a result of its experiences.

The City's CDBG funded programs were conducted as specificed the 2019 Action Plan. The programs yeilded their intended outcomes.

Does this Jurisdiction have any open Brownfields Economic Development Initiative (BEDI) grants?

No

[BEDI grantees] Describe accomplishments and program outcomes during the last year.

CR-50 - HOME 91.520(d)

Include the results of on-site inspections of affordable rental housing assisted under the program to determine compliance with housing codes and other applicable regulations

Please list those projects that should have been inspected on-site this program year based upon the schedule in §92.504(d). Indicate which of these were inspected and a summary of issues that were detected during the inspection. For those that were not inspected, please indicate the reason and how you will remedy the situation.

Please list those projects that should have been inspected on-site this program year based upon the schedule in §92.504(d). Indicate which of these were inspected and a summary of issues that were detected during the inspection. For those that were not inspected, please indicate the reason and how you will remedy the situation.

HUD regulations require annual compliance monitoring and on-site inspections for rental housing developments consisting of 26 or more units to be inspected annually, inspections every two years for developments of 5-25 units and every three years for developments of 1-4 units.

The following HOME funded rental units were monitored in FY2019:

Arbor Glen III Montgomery Gardens

Springfield Gardens Honeycreek Senior Apartments

Olando Street St. Andrews Homes

Nia Point Wilmore

Rachel Street LaSalle at Lincoln Heights

McNeel Apartments Tyvola Crossings II

Cherry Garden Apartments LaSalle Street Duplexes

Fairmarket Square Apartments Friendship Gardens

Bradford Apartments Pamlico Apts. (Sparrow Run)

The Stephenson

Year-end monitoring activities included approval of tenant rent increases, review of rent rates, income limits and utility schedules, unit mix, lease protections, property inspections, review of maintenance

plans, random tenant file reviews for income verification, tenant re-certification and accurate rent calculations. No questionable findings were revealed during the review of tenant files. The overall units and grounds were satisfactorily maintained and inspected. Based on the City's inspection, letters regarding needed repairs were sent to property owners. All repairs and recommendations were satisfactorily completed.

Provide an assessment of the jurisdiction's affirmative marketing actions for HOME units. 92.351(b)

The City of Charlotte uses HOME funding in two ways that facilitate affirmative marketing practices. The City's down payment assistance program provides funding for the purchase of market rate units and using HOME funding to increase affordability and funding access through down payment and closing cost assistance. The City of Charlotte and its partner, the Charlotte Mecklenburg Housing Partnership provide outreach and training to real estate agents and first loan providers to ensure the program is widely utilized. Outreach to lenders is focused on lending organizations that have community based loan programs often accessed by minority homebuyers.

HOME funds is also used by nonprofit partners to develop various types of affordable housing products. The City requests each partner to develop and implement an affirmative marketing plan related to their project to ensure equal access to the developed housing resource.

Refer to IDIS reports to describe the amount and use of program income for projects, including the number of projects and owner and tenant characteristics

This City of Charlotte recieved and expended \$971,177.01 in program income during the project year.

Describe other actions taken to foster and maintain affordable housing. 91.220(k) (STATES ONLY: Including the coordination of LIHTC with the development of affordable housing). 91.320(j)

The City of Charlotte works as a collaborative partner with nonprofit organizations as well as State and Federal government to promote and increase diverse housing options within the City. In addition to the investment of Federal funds in affordable housing development and preservation, the City operates a Housing Trust Fund. This funding source has provided over \$175 million in housing investments in Charlotte acting as a major gap financing instrument for tax credit housing and a primary funding source for over \$36 million in supportive housing development.

Along with the City's finance commitment, City Council continues to direct staff to implement affordable housing best practices. One area currently under review is City surplus property and what role these physical assets might play in the provision of additional affordable housing units.

CR-55 - HOPWA 91.520(e)

Identify the number of individuals assisted and the types of assistance provided

Table for report on the one-year goals for the number of households provided housing through the use of HOPWA activities for: short-term rent, mortgage, and utility assistance payments to prevent homelessness of the individual or family; tenant-based rental assistance; and units provided in housing facilities developed, leased, or operated with HOPWA funds.

Number of Households Served Through:	One-year Goal	Actual
Short-term rent, mortgage, and utility assistance		
to prevent homelessness of the individual or		
family	70	149
Tenant-based rental assistance	90	93
Units provided in permanent housing facilities		
developed, leased, or operated with HOPWA		
funds	15	72
Units provided in transitional short-term housing		
facilities developed, leased, or operated with		
HOPWA funds	0	0

Table 14 - HOPWA Number of Households Served

Narrative

CR-60 - ESG 91.520(g) (ESG Recipients only)

ESG Supplement to the CAPER in e-snaps

For Paperwork Reduction Act

1. Recipient Information—All Recipients Complete

Basic Grant Information

Recipient NameCharlotteOrganizational DUNS Number071064166EIN/TIN Number521333483Indentify the Field OfficeGREENSBORO

Identify CoC(s) in which the recipient or subrecipient(s) will provide ESG assistance

ESG Contact Name

PrefixMrFirst NameMarcusMiddle NameDLast NameJonesSuffix0

Title City Manager

ESG Contact Address

Street Address 1 600 E. Trade Street

Street Address 2 0

City Charlotte

State NC ZIP Code -

Phone Number 7043362241

Extension 0 Fax Number 0

Email Address marcus.jones@charlotte.gov

ESG Secondary Contact

Prefix First Name Last Name Suffix Title

Phone Number Extension Email Address

2. Reporting Period—All Recipients Complete

Program Year Start Date07/01/2019Program Year End Date06/30/2020

3a. Subrecipient Form – Complete one form for each subrecipient

Subrecipient or Contractor Name
City
State
Zip Code
DUNS Number
Is subrecipient a vistim services provider
Subrecipient Organization Type
ESG Subgrant or Contract Award Amount

CR-65 - Persons Assisted

4. Persons Served

4a. Complete for Homelessness Prevention Activities

Number of Persons in	Total
Households	
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 16 – Household Information for Homeless Prevention Activities

4b. Complete for Rapid Re-Housing Activities

Number of Persons in	Total
Households	
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 17 - Household Information for Rapid Re-Housing Activities

4c. Complete for Shelter

Number of Persons in Households	Total
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 18 – Shelter Information

4d. Street Outreach

Number of Persons in	Total
Households	
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 19 - Household Information for Street Outreach

4e. Totals for all Persons Served with ESG

Number of Persons in	Total
Households	
Adults	
Children	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 20 – Household Information for Persons Served with ESG

5. Gender—Complete for All Activities

	Total
Male	
Female	
Transgender	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 21 – Gender Information

6. Age—Complete for All Activities

	Total
Under 18	
18-24	
25 and over	
Don't Know/Refused/Other	
Missing Information	
Total	

Table 22 – Age Information

7. Special Populations Served—Complete for All Activities

Number of Persons in Households

Subpopulation	Total	Total Persons Served – Prevention	Total Persons Served – RRH	Total Persons Served in Emergency Shelters
Veterans				
Victims of Domestic Violence				
Elderly				
HIV/AIDS				
Chronically Homeless				
Persons with Disabili	ties:			
Severely Mentally III				
Chronic Substance Abuse				
Other Disability				
Total (unduplicated if possible)				

Table 23 – Special Population Served

CR-70 – ESG 91.520(g) - Assistance Provided and Outcomes

10. Shelter Utilization

Number of New Units - Rehabbed	0
Number of New Units - Conversion	0
Total Number of bed-nights available	332,960
Total Number of bed-nights provided	317,776
Capacity Utilization	95.44%

Table 24 - Shelter Capacity

11. Project Outcomes Data measured under the performance standards developed in consultation with the CoC(s)

CR-75 – Expenditures

11. Expenditures

11a. ESG Expenditures for Homelessness Prevention

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Expenditures for Rental Assistance	0	46,041	13,608
Expenditures for Housing Relocation and			
Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation &			
Stabilization Services - Services	0	0	0
Expenditures for Homeless Prevention under			
Emergency Shelter Grants Program	0	0	0
Subtotal Homelessness Prevention	0	46,041	13,608

Table 25 – ESG Expenditures for Homelessness Prevention

11b. ESG Expenditures for Rapid Re-Housing

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Expenditures for Rental Assistance	0	244,620	35,149
Expenditures for Housing Relocation and			
Stabilization Services - Financial Assistance	0	0	0
Expenditures for Housing Relocation &			
Stabilization Services - Services	0	0	0
Expenditures for Homeless Assistance under			
Emergency Shelter Grants Program	0	0	0
Subtotal Rapid Re-Housing	0	244,620	35,149

Table 26 – ESG Expenditures for Rapid Re-Housing

11c. ESG Expenditures for Emergency Shelter

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Essential Services	0	0	0
Operations	0	196,289	48,819
Renovation	0	0	0

Major Rehab	0	0	0
Conversion	0	0	0
Subtotal	0	196,289	48,819

Table 27 – ESG Expenditures for Emergency Shelter

11d. Other Grant Expenditures

	Dollar Amount of Expenditures in Program Year		
	2017	2018	2019
Street Outreach	0	0	0
HMIS	0	7,343	3,243
Administration	0	0	0

Table 28 - Other Grant Expenditures

11e. Total ESG Grant Funds

Total ESG Funds Expended	2017	2018	2019
	0	494,293	100,819

Table 29 - Total ESG Funds Expended

11f. Match Source

	2017	2018	2019
Other Non-ESG HUD Funds	57,000	46,908	0
Other Federal Funds	25,000	0	0
State Government	0	0	0
Local Government	140,000	13,950	0
Private Funds	533,768	320,644	0

Other	8,730	8,294	0
Fees	0	0	0
Program Income	0	0	0
Total Match Amount	764,498	389,796	0

Table 30 - Other Funds Expended on Eligible ESG Activities

11g. Total

Total Amount of Funds Expended on ESG Activities	2017	2018	2019
	764,498	884,089	100,819

Table 31 - Total Amount of Funds Expended on ESG Activities